Nursing 101:   Foundations of Nursing

Unit III: The Process of Communication

Unit Objectives

At the completion of the unit, the student:

1. Describes the elements of the communication process and their relevance to nursing.

2. Identifies characteristics of verbal and non-verbal communication.

3. Explains the nature of the nurse-patient relationship.

4. Identifies skills that facilitate communication.

5. Utilizes therapeutic communication.

6. Identifies factors inhibiting communication.

7. Discusses the relationship between documentation and health care reimbursement.

8. Discusses legal guidelines for recording patient information on chart forms.

9. Describes the significant information to include and communicate in a verbal report to the health team.

10. Explains the admission and discharge process.

11. Identifies the patient's needs during admission and discharge.

12. Discusses the nurse's role in patient admission and discharge.

13. Explains the teaching learning process.

14. Identifies teaching strategies and proper implementation of teaching skills.

15. Discusses correct documentation of patient teaching.

16. Describes the importance of critical thinking in nursing practice.

17. Discusses common terms, characteristics of, and skills utilized in critical thinking.

18. Identifies the components of evidence-based practice and the importance to nursing.

19. Recognizes the specialty of gerontologic nursing.

20. Relates demographics and projected growth of the elderly population.

21. Identifies unique communication interventions for the elderly population.

22. Defines aging.

23. Describes common problems of older adults and the role of the nurse.

24. Describes social support alternatives for older adults.

25. Identifies the legal and ethical issues related to older adults.

26. Identifies evidence-based practice/best practice standards related to communication.

	CONTENT	HOURS	TEACHING METHOD	RELATED LEARNING EXPERIENCE OR SUPPORTING ACTIVITY	EVALUATION METHOD

Unit III. A.	The Process of Communication
	Communication: The Nurse-Patient Relationship
	1. Definition
	2. Levels of Communication
	    a. Intrapersonal
	    b. Interpersonal
	    c. Public
	
	3. Elements of the Communication Process
	    a. Sender
	    b. Message
	    c. Receiver
	    d. Response
	4. Modes of Communication
	    a. Verbal
	       1) Vocabulary
	       2) Clarity and Continuity
	       3) Pacing and Intonation
	       4) Timing and Relevance
	       5) Adaptability and Credibility
	       6) Humor
	    b. Non-Verbal
	       1) Body Language
	       2) Touch
	    c. Electronic Communication
	5. Influencing Factors
	    a. Development
	    b. Gender
	    c. Values and Perception
	    d. Personal Space
	    e. Territoriality
	    f. Roles and Relationships
	    g. Environment
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			Lecture
			PowerPoint
			Discussion
			DVDs
			Games
			Handouts
			Role Play
			Videos
			ATI – modules
			Communication in class
			
			Video Clip:
			" A Thousand
			  Words."
				
				ATI – E-Book
				Communication Chapter	

CONTENT	HOURS	TEACHING METHOD	RELATED LEARNING EXPERIENCE OR SUPPORTING ACTIVITY	EVALUATION METHOD

h.   Congruence and Incongruence
      i.   Interpersonal Attitudes
      j.   Emotions
      k.   Sociocultural
      l.   Knowledge
      m.   Transference and Countertransference
  6.   Therapeutic Communication
      a.   Therapeutic Communication
      b.   Non-therapeutic Communication
  7.   The Helping Relationship
      a.   Characteristics
      b.   Phases of the Helping Relationship
          1)   Pre interaction Phase
          2)   Introductory Phase
          3)   Working Phase
          4)   Termination Phase
      c.   Developing Helping Relationships
  8.   Communication and the Nursing Process
      a.   Assessing Communication
      b.   Diagnosing Communication Problems
      c.   Planning for Effective Communication
      d.   Implementing
      e.   Evaluating Communication
          1)   Patient and Nurse Communication
 	
B.   Communication within the Healthcare Arena
  1.   Verbal Communication: Reporting Patient Data
      a.   Shift Report
      b.   Telephone Report
		Video Clip: "Patch Adams"	Communication Paper
			
			Guest Lecturer:
			Certified Medical Translator	

CONTENT	HOURS	TEACHING METHOD	RELATED LEARNING EXPERIENCE OR SUPPORTING ACTIVITY	EVALUATION METHOD

2. Written Communication: Recording
   a. Purpose of Record
   b. Relationship between Documentation and Healthcare Reimbursement
   c. Legal Guidelines for Charting
 	
C. Admission Process
   1. Patient Bill of Rights
   2. Preliminary Admission Procedure
      a. Admission into Acute Care
   3. Admission to the Nursing Unit
      a. Room Preparation
      b. Nursing Admission Role
   4. Discharge Planning
      a. Nursing Discharge Role
      b. Documentation
 	
D. Discharge Process
   1. Patient and Family Education
   2. Health Care Referrals
   3. Discharge Documentation
      a. Discharge Record
      b. AMA
      c. Transfers
		Small group discussion		Documentation on Patient Chart in the Clinical Areas
				
				ATI: EHR Tutor
				
				Document patient teaching in EMR

CONTENT	HOURS	TEACHING METHOD	RELATED LEARNING EXPERIENCE OR SUPPORTING ACTIVITY	EVALUATION METHOD

E.   Patient Education
    1.   Patient Education
    2.   The Purpose of Education
    3.   The Education Process
    4.   Learning Theories
    5.   Assessment of Learning
    6.   Compare the Education Process to the Nursing Process
    7.   Documentation of Teaching in Cerner
		Small group & Large group Discussion	Documentation of patient teaching in clinical setting	

F.   The Elderly Population
    1.   Characteristics of Aging
    2.   Attitudes of Society
    3.   Definitions of Aging
    4.   Theories of Aging
       a.   Biological
          1)   Genetic
          2)   Free Radical
          3)   Cross Link
          4)   Neuroendocrine
          5)   Immunological
          6)   Programmed
          7)   Stress
       b.   Psychosocial
          1)   Personality
          2)   Developmental
          3)   Disengagement
          4)   Activity
          5)   Continuity
    5.   Nursing Interventions
       a.   Safety Issues
       b.   Protective Device Usage
		Case Study Discussion DVD Lecture Storytelling
		
		Case Study: ACES "Millie" Group Work
			Storytelling: Oscar the Cat
			
			Case Study: Attitudes in Caring	

CONTENT	HOURS	TEACHING METHOD	RELATED LEARNING EXPERIENCE OR SUPPORTING ACTIVITY	EVALUATION METHOD
c. Communication				
1) Sensory Deficits				
2) Listening				
3) Reminiscence				
4) Reality Orientation				
5) Barriers				
6) Enhancement Techniques				
d. Elder Abuse				
e. Mental Health				
6. Age Related Adjustments and Transitions of Aging				
a. Physiologic				
b. Socioeconomic				
c. Activity				
d. Sleep				
e. Psychosocial Development				
7. Nutrition				
a. Nutritional Assessment of the Elderly				
8. Settings of Care				
a. Acute Facilities				
b. Long Term Care Facilities				
c. Rehabilitation Facilities				
d. Community Services				
1) Senior Centers				
2) Meals on wheels				
3) Home Health Care				
4) Assisted Living				
5) Adult Day Care				
6) Hospice				
7) Respite Care				
8) Parish Nurse				

CONTENT	HOURS	TEACHING METHOD	RELATED LEARNING EXPERIENCE OR SUPPORTING ACTIVITY	EVALUATION METHOD

e.   Community Services the Elderly Provide
    1)   Volunteerism
    2)   Foster grandparent programs
f.   Legal and Ethical Issues
g.   Teaching Older Adults
			Video: Up	Unit Exam

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